

## **JOB OPPORTUNITY**

1/10/06 – 1/24/06

Posting Date

### **MASSACHUSETTS TRIAL COURT**

Job Description and Qualifications  
For  
Senior User Support Analyst  
**OFFICE OF THE JURY COMMISSIONER**

**All Applications must be received by: January 24, 2006**

#### **POSITION SUMMARY:**

Working within the Office of Jury Commissioner, the Senior User Support Analyst works with users and others to define information systems and technology requirements and in acquiring and implementing software and hardware to meet those requirements. The Senior User Support Analyst works directly with users within the Office of Jury Commissioner and in the court system to assist and advise them in their use of the system. The Senior User Support Analyst is responsible for the first-line user support and maintenance of existing systems and services, and advises on the development and expansion of those systems and services.

#### **MAJOR DUTIES**

Participates in initiatives relating to the development of new systems, including advising management on alternative options to create new systems or enhance existing systems.

Maintains high level of expertise in one or more of the following areas: desktop and mobile computing, desktop and mobile system configuration, network infrastructure.

Provides direct support, either in person or by e-mail or telephone, to OJC staff and courthouse personnel who use information technology and systems. Serves as key contact to assess the nature and severity of problems or questions related to information technology. Resolves problems or answers questions immediately when possible.

Configures, deploys, and troubleshoots computer equipment, including PCs, printers and other devices. Installs software and software updates.

Travels to off-site user locations, occasionally on short notice or during non-business hours, to respond to technical issues in a prompt and thorough manner. May be

required to load or unload at, deliver to and install at, and lift and carry within various court locations items such as workstations, printers and other items.

Serves as a back-up for systems administration staff and may be instructed to act on behalf of the Senior Jury Management Systems Administrator in his or her absence. Works with users to diagnose and resolve technical issues, including complex problems, and documents solutions.

Tracks activities leading to resolution of problems, particularly when resolution requires referral to or assistance from others.

Maintains appropriate records regarding technical issues and their resolutions.

Analyzes records to identify patterns and trends in calls for assistance and recommends appropriate actions to address these patterns.

Plans and prepares user and technical documentation for systems; plans and conducts training for systems and applications.

Participates in planning, performing, and/or reviewing programming and/or related tasks as required.

Participates in planning, performing, and/or reviewing testing of systems and/or system components.

Assists with web site development, maintenance, and revision, including ensuring that web site complies with all State requirements.

With authorization, works with vendors and others outside of the Office of Jury Commissioner on issues relating to information technology and systems.

Ensures compliance with relevant technical policies and practices.

Performs related duties as required.

#### **SUPERVISION EXERCISED**

May supervise other user support or customer service staff or contracted service providers.

#### **SUPERVISION RECEIVED**

Reports to Senior Jury Management Systems Administrator or to that individual's designee.

## **POSITION REQUIREMENTS**

Bachelor's Degree from an accredited college or university and at least three years work experience; or an equivalent combination of education and experience.

Excellent customer service skills including one or more years experience, or equivalent training and experience, supporting people at various levels within an organization in the use of information technology.

Demonstrated depth of knowledge in one or more of the following areas: desktop and laptop computer software configuration and troubleshooting, network hardware and software troubleshooting and configuration.

General knowledge of Microsoft Windows, Microsoft Office Suite and other typical desktop computer applications, as well as LAN- and WAN-based services like electronic mail and Internet use.

Good problem-solving skills and evidence of the ability to apply these skills to prompt resolution of Information technology-related problems.

Ability to analyze complex issues and information relating to systems and applications.

Ability to communicate technical information to non-technical people effectively.

Ability to work effectively alone and as a member of a team.

Experience testing and implementing systems and programs and/or supporting users on production systems.

Experience preparing technical documentation.

Experience training users on an application or system.

Strong organizational skills and the ability to work well under pressure and to meet deadlines.

Strong interpersonal skills and the ability to work professionally and collegially with persons at all levels.

Knowledge of Windows Server 2003, SMS 2003, Veritas BackupExec, Oracle 9i and MS SQL 2000 is a plus.

Experience with web site development, maintenance, and management is a plus.

**SALARY:** \$49,395.22 with annual increases to \$62,866.67

Completed Trial Court Application for Employment should be forwarded to:

Janice McDermott, Administrative Manager  
Office of Jury Commissioner  
560 Harrison Avenue, Suite 600  
Boston, Massachusetts 02118

Trial Court Applications for Employment are available at all court locations and at the Administrative Office of the Trial Court. Applications can also be downloaded online at <http://www.mass.gov/courts/jobs/application.pdf> .

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